How to Reschedule or Cancel a Next Available Appointment in Microsoft Bookings

If you need to reschedule or cancel a scheduled Next Available appointment, please follow the steps below. You **do not** need to contact Field Marketing, you can manage this directly through your confirmation email.

Option 1: Rescheduling or Cancelling from your confirmation email (recommended)

1. Locate your **Microsoft Bookings confirmation email**

    o Subject line typically includes your appointment type (e.g., Confirmed: "Service Name")

2. Open the email and scroll to the bottom

3. Click **"Reschedule"**

4. You will be taken to a Microsoft Bookings page for your appointment

5. Select either "**Reschedule**" or "**Cancel booking**"

    o **For rescheduling a booking:** Select a new day and time then scroll down and click "update booking"

    o **For cancelling a booking:** Confirm cancellation when prompted

You will receive a confirmation email reflecting your changes.

Option 2: Rescheduling or Cancelling via your calendar

1. Open your Outlook calendar

2. Find your scheduled Next Available appointment

3. Double-click to open the meeting

4. Click "**Manage booking"** (this will be at the very top of the appointment details section of the meeting invitation)

5. You will be taken to a Microsoft Bookings page for your appointment

6. Select either "**Reschedule**" or "**Cancel booking**"

    o **For rescheduling a booking:** Select a new day and time then scroll down and click "update booking"

    o **For cancelling a booking:** Confirm cancellation when prompted

You will receive a confirmation email reflecting your changes.

Important Notes

- If you are within a very short window before your appointment and having technical issues cancelling, you may email **NextAvailable@cbrealty.com** for cancellation.

- Responding to the system generated text messages will not cancel your appointment.

- Cancelling through Microsoft Bookings automatically releases the time slot back into the system for another agent to book.

- If you simply delete the calendar invite without cancelling in Bookings, the slot may still appear as "booked" in the system, so please be sure to cancel via Bookings using one of the methods above.